



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
REPORT VEHICLE SAFETY DEFECTS
 1-888-DASH-2-DOT
 (1-888-327-4236)
 INTERNET: www.nhtsa.dot.gov/hotline

Posted

FOR AGENCY USE ONLY

Date Received: **00 JUL -3 AM 10:57**
 Office: **DEFECTS INVESTIGATION**
 Reference No. **552867**

RECEIVED COPIED

OWNER INFORMATION (Type or Print)

[Redacted Owner Information]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: [Redacted] Date: **06/22/00**

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 4UZ6XFBCL8WLA27808		Make Endeavor	Model Diesel 35'	Year 1998
Purchased Date 06/04/98	Dealer's Name Cash Light R.V. (417 358 7444)		Engine Size (CID/CC/L) 275	<input type="checkbox"/> Turbo <input checked="" type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City Carthage	State MO	Zip Code	No. Cylinders
Manufacture Date (on driver's door or pillar) April 28th, 1998	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input type="checkbox"/> Driver's Side Air Bag <input type="checkbox"/> Passenger's Side Air Bag <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Dr. Vehicle n <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other TRAILER		Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) DISC BRAKES	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input checked="" type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s):	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No
		NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer <input type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

1- Checked & Adjusted, not properly adjusted at factory
 Freight liner in Seattle 06/14/98 Brakes squealed.
 2- Brakes still squealed and was cleaned up. Texas Freightliner 03/05/99
 3- Brake front shoes replaced, drums turned & adj. Monaco Factory
 Coburg, Oregon. 12/22/99
 4- front left wheel bearings went out Yuma, Arizona 01-25-00
 Freight liner Dealer. We were told the Brake drums were fitted.
 and total Brake needed to be replaced.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

July 1st Becomes

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

5- Customer Service Manager, Monroa Factory, Bubba told us to take it to Freightliner in Pacific, wa. for Replacment. They did nothing to the brakes - we drove it approx 45 miles to our home. Smelled them burning. Took the motorhome to a Issaquah Tire Service in Issaquah. Brad Olson 425 392 3821 had the brakes removed, no fluid in the bearings and Brake Shoes totally saturated. We literally had no Brakes! Enclosed you will find the invoice from Freightliner. 05/26/00 I have invoices for the other Brake Service also.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NAT'L HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NSA-10.01 400 7th Street, SW Washington, DC 20590



Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (VQQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



U.S. Department of Transportation National Highway Traffic Safety Administration

www.nhtsa.dot.gov/hotline

D. O. T. Auto Safety Hotline

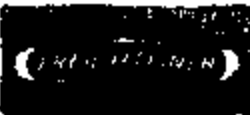
from Charles & Florence Eppa 06/27/00

Enclosed you will find six pages

concerning our brake problem.

Sincerely





VALLEY FREIGHTLINER, INC.

377 STEWART RD SW
PACIFIC, WA 98047
(206) 863-7993

172D JACK'S LANE
MT. VERNON, WA 98273
(360) 843-0472

WORK DATE	03/26/91
WORK NO.	0001470190
CUSTOMER NO.	000000
BRAND	

SOLE ALSO CDD ACCOUNT
TO

ATTENTION WALKAROSE
WARRANTY DEPT
PO BOX 458
WALKAROSE IN 46573

TERMS: NET 10TH OF MONTH FOLLOWING PURCHASE. NO REFUND WITHOUT THIS INVOICE. 10% HANDLING CHARGE ON STOCK ITEMS. 25% ON SPECIAL ORDER ITEMS. NO PARTS RETURNABLE AFTER 15 DAYS. NO RETURN ON ELECTRICAL PARTS.

O. YILLERY 035033

17 000/917

found the exhaust pipe on the car set knocking
*also found and tightened a/c condenser bracket and left
shock bushing a little loose

PARTS SUBTOTAL	0.00
LABOR SUBTOTAL	38.40
SHOP SUPPLIES	7.05
** JOB SUBTOTAL	45.45

02#04 42 000 00 BRAKES

HE HAS HAD THE COACH IN DIFFERENT SHOPS INCLUDING MT. VERNON FOR A BRAKE SQUEL PROBLEM * THE SQUEL IS FINALLY GONE BUT THE MONACO COACH FACTORY CUSTOMER SERVICE MANAGER (BUBBA) TOLD THEM THAT THE DRUMS HAVE BEEN GROUND DOWN SO MUCH THAT THEY NEED TO BE REPLACED * MT. VERNON, FTL OF YUMA AND MONACO HAVE APPARENTLY WORKED ON THE BRAKE SQUEL ISSUE (AND IT SOUNDS LIKE OTHER PEOPLE HAVE WORKED ON THIS TOO) * I GUESS THEY WERE JUST GRINDING DOWN THE DRUMS TO MAKE THEM STOP SQUEELING. IF WE HAVE ANY QUESTIONS OR PROBLEMS WITH THIS CONTACT BUBBA AT MONACO * 877-468-8228

THEY ARE ASSUMING THIS IS GOING TO BE WARRANTY * I TOLD THEM THAT BRAKE ISSUES LIKE THIS ARE NOT WARRANTABLE FAILURES * THEY SEEM TO THINK THAT IF NO ONE ELSE WILL STEP UP TO THE PLATE TO PARTICIPATE IN THIS REPAIR THAT BUBBA AT MONACO WILL PICK IT UP.

Found poor contact between shoe and drum. The best solution is to use the brakes. Found no problem with the drums or shoes, just need to be used. They will seat in when used.

PARTS SUBTOTAL	0.00
LABOR SUBTOTAL	0.00
** JOB SUBTOTAL	0.00

02#05 10 300 00 GENERAL INFORMATION

REPAIR FOR AIR BAGS NOT DURING AIR

Found a short in the hydraulic Jack wiring from the fuse panel.

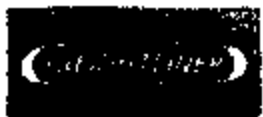
*Note this was not an original requested repair. The opps called and added this repair

KP 71038	FUSE	\$0.82	1.5158	0.00
KP 71038	FUSE	10.82	0.5158	0.00

CONTINUED

CUSTOMER SIGNATURE

Any work done on this vehicle will void the warranty unless the work is done by the manufacturer. The dealer is not responsible for any damage to the vehicle or its contents. The dealer is not responsible for any damage to the vehicle or its contents. The dealer is not responsible for any damage to the vehicle or its contents.



VALLEY FREIGHTLINER, INC.

377 STEWART RD SW
PACIFIC, WA 98047
(253) 883-7393

1720 JACK'S LANE
MT. VERNON, WA 98273
(360) 848-0472

5/23/2000

INVOICE NO.	PAGE
1201420100	
CUSTOMER NO.	MARKET
111100	

SOLD TO: MISC CDD ACCOUNT

SHIP TO: MOUNT VERNON WAREHOUSE
WARRANTY DEPT
PO BOX 465
WALKERDASH IN 11173

TERMS: NET 10TH OF MONTH FOLLOWING PURCHASE. NO REFUND WITHOUT THIS INVOICE. 15% HANDLING CHARGE ON STOCK ITEMS. 35% ON SPECIAL ORDER ITEMS. NO PARTS RETURNABLE AFTER 10 DAYS. NO RETURN ON ELECTRICAL PARTS.

C. TILLERY	035039	17	0007937
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* * * C. O. D. SALE * * *

PHONE #: _____
COMPLETION DATE: 03/23/2000
UNIT: 103442 YEAR: 1999 MAKE/MODEL: MOTORCORON
SERIAL: 4U26XF08BUCA27808 MILEAGE: 25500

OB#01 35 000 00 REAR AXLE
RPR FOR BOTH WHEEL SEALS LEAKING * COULD HEAR A GRINDING NOISE AT 40-50 MPH ** POSS. BEARING NOISE ** FTL OF YUMA REPLACED WHEEL BEARINGS ABOUT 2 MONTHS AGO.

2 CR UHR 3805W	SEAL	\$34.53	24.10EA	48.20
2 KP 84318-3	NON-CHLOR BR	\$1.40	4.00EA	4.00
2 AP 80-90 BOTTLE	GEAR OIL	\$3.45	3.45EA	6.30
	PARTS SUBTOTAL			58.50
	LABOR SUBTOTAL			482.80
	SHOP SUPPLIES			43.45
	** JOB SUBTOTAL			584.75

OB#02 35 000 00 REAR AXLE
RPR FOR DIFF LEAKING ** MOUNT VERNON AND FTL OF YUMA BOTH WORKED ON AND IT IS STILL LEAKING * MT. VERNON WORKED ON IN AUG/SEPT. 1999 AND YUMA WORKED ON IN JAN. 2000

Found problem was not a diff seal. The axle housing itself was leaking. Pulled diff. and sealed housing. Reinstalled and steam cleaned area for oil.

FV PEX 82194	SILICON ULTRA GREY	\$5.17	4.02EA	4.02
SAME AS LOC 18713				
5 KP 83491 02	DISC	\$4.20	3.11EA	15.65
2 FV 9P 5 70 28X	KIT, STRAP &	\$10.04	5.00EA	11.20
2 RI TDA 220BJ428	GASKET	\$2.83	1.29EA	2.54
1 KP 84318-3	NON-CHLOR BR	\$4.40	4.00EA	4.00
	PARTS SUBTOTAL			37.40
	LABOR SUBTOTAL			476.00
	SHOP SUPPLIES			43.84
	** JOB SUBTOTAL			557.24

OB#03 32 000 00 SUSPENSION
RPR FOR THUMP NOISE IN FRONT OF DASH * THEY WERE TOLD IT IS IN THE SUSPENSION * IT DOES IT ON ROUGH ROADS AND TURNING, IT ALSO DOES IT ON ACCELERATION AND DECELERATION

DATE	TIME	VAL	AMOUNT	SALES	TAXES

CUSTOMER SIGNATURE

Any merchandise sold hereunder is subject to the manufacturer's policy. Valley Freightliner, Inc. is not responsible for any damage to or loss of merchandise. Valley Freightliner, Inc. is not responsible for any damage to or loss of merchandise. Valley Freightliner, Inc. is not responsible for any damage to or loss of merchandise.

CONTINUED

Issaquah
TIRE
SERVICE II

Tires • Brakes • Shocks • Custom Wheels

1860 NW Mall
Issaquah, WA 98027-8952
(425) 392-3831 / FAX (425) 392-6417

June 26, 2000

TO WHOM IT MAY CONCERN

[REDACTED]
RE: Charles Epps, owner
1998 35" Holiday Rambler
VIN #4U26XFBC8WCA27808

On June 14, 2000, Issaquah Tire Service II, Inc. checked the front brake system on the above mentioned vehicle. There was no oil in the right front wheel bearings. After removing the drums, it was found that the oil had soaked the brake shoes. The bearings and seals were then removed, and it was found that the spindle had marks and gouges. This, causing oil to leak into the brake shoes. Shoes that are oil-soaked cannot be reused. Drums with hard hot spots cannot be reused. Spindles with gouges cannot be reused. Seals cannot be reused.

The left front system had also been leaking.

VEHICLE IS UNSAFE TO DRIVE!



Inspection
TIRE
SERVICE

1800 N.W. 44th
Issaquah, WA 98027
(206) 392-0831



CUSTOMERS:

CHARTERS EPS
4113 E. LK SUMMIT PK WAY
ISSAQUAH WA 98029
PHONE 313-0952

UNIVERSAL

DATE	NUMBER
6-26-2001	107683

Phone (877) 466-6776

CHARTERS BUREAU Tiller

MORNING CONCRETE CORPORATION
91320 COBURG INDUSTRIAL WAY
COBURG, Oregon 97408

VIN# 4UZE6XFBG8WCA27808
Mileage 25,633 License 9SS-71L
1998 HOLIDAY PATRIOT
Year Make Model 351

- 1) Striping carriage on knuckle 60.00
- 1) # A31123302 Right front knuckle - spindle 837.64
- 2) # 308 0836 Footing Sools 44.82
- 2) # 65543 FRONT BRAKE BEAMS # 204145 408.90
- 4) # EN470Z 15x4 FRONT BRAKE SHOES # 59.95 239.80
- 4) # FRANGE SHOE COPE (FRONTS) 1545 61.80
- 2) # EST61544 BRAKE WHEELS (FRONTS) 39.95 79.90
- 1) LABOR TO REFR. ALL PARTS 580.50
- 1) BRANDING OIL 9.75

2368.73

TERMS AND CONDITIONS OF SALE: Not less than 1 month following date of sale. If this account becomes delinquent, a late charge of \$1.50 per month or a finance charge of 1 1/2% per month which is an annual percentage rate of 18% per annum will be charged on the unpaid balance of said due accounts. Customer agrees to pay a reasonable collection and/or attorney fee and court costs after default and interest to an attorney. Returned goods must be accompanied by the invoice.